BELL ATLANTIC – MASSACHUSETTS
PERFORMANCE ASSURANCE PLAN METRICS
CHECKLIST ITEM 1: INTERCONNECTION (TRUNKS)

Metric #	Metric Description	Standard	February	January	December	November	October
OR	**Ordering**						
1-12	% On Time Firm Order Confirmation	≥ 95%	+	small	small	small	+
1-13	% On Time Design Layout Record	≥ 95%	+	+	+	+	+
2-12	% On Time Trunk ASR Reject	≥ 95%	+	small	small	small	+
PR	**Provisioning**						
4-01	% Missed Appointment – BA- Total	Parity	+	+	+	+	+
4-02	Average Delay Days – Total	Parity		+			
5-01	% Missed Appointment – Facilities	Parity	+	+	+	+	+
5-02	% Orders Held for Facilities > 15 Days	Parity	+	+	+	+	+
6-01	% Installation Troubles within 30 Days	Parity	+	+	+	+	+
MR	**Maintenance & Repair**						
4-01	Mean Time to Repair	Parity	+	+	+	+	+
5-01	% Repeat Reports within 30 Days	Parity	-	+	+	+	+
NP	**Network Performance**						
1-03	# Final Trunk Groups Blocked 2 Months	2 Months	?*	+	+	+	+
1-04	# Final Trunk Groups Blocked 3 Months	3 Months	+	+	+	+	?**

- 2 of 209 Trunk Groups
- **1 of 182 Trunk Groups

+ = Parity/Standard Achieved (0)
? = Parity/Standard in Question (-1)
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small = small sample size exemption(under 10)
ud = under development
blank space = no activity

BELL ATLANTIC – MASSACHUSETTS
PERFORMANCE ASSURANCE PLAN METRICS
CHECKLIST ITEM 1: INTERCONNECTION (COLLOCATION)

Metric #	Metric Description	Standard	February	January	December	November	October
NP	**Network Performance**						
2-01	% OT Response to Request, Physical	$\geq$ 95%	+	+	+	+	+
2-02	% OT Response to Request, Virtual	$\geq$ 95%	+	+			+
2-05	% On Time – Physical	$\geq$ 95%	+	?	+	+	+
2-06	% On Time – Virtual	$\geq$ 95%			+		
2-07	Average Delay Days – Physical	$\leq$ 5 Days		?	-		-
2-08	Average Delay Days – Virtual	< 5 Days					

Results for % OT Response are based on the 10 day interval for both Physical and Virtual Collocation ordered by the Massachusetts DTE in August, 1999.

+ = Parity/Standard Achieved (0)
? = Parity/Standard in Question (-1)
- = Parity/Standard not met (-2)
small = small sample size exemption(under 10)
ud = under development
blank space = no activity

BELL ATLANTIC – MASSACHUSETTS
PERFORMANCE ASSURANCE PLAN METRICS
CHECKLIST ITEM 2: UNE OSS

Metric #	Metric Description	Standard	February	January	December	November	October
PO	**Pre-Ordering**						
1-01	Customer Service Record	< BA +4 sec	+	?	?	-	?
1-02	Due Date Availability	< BA +4 sec	+	+	+	-	+
1-03	Address Validation	< BA +4 sec	+	+	+	-	?
1-04	Product and Service Availability	< BA +4 sec	+	+	?	-	+
1-05	Telephone Number Availability and Reservation	< BA +4 sec	+	+	+		
1-06	Loop Qualification	< BA +4 sec	ud	ud	ud	ud	ud
2-02	OSS Interface Availability – Prime	> 99.5%	?	+	+	?	?
3-02	% Answered w/in 30 sec. – Ordering	> 80%	+	+	+	+	+
3-04	% Answered w/in 30 sec. – Repair	> 80%	-	+	+	+	+

+ = Parity/Standard Achieved (0)
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small = small sample size exemption(under 10)
ud = under development
blank space = no activity

BELL ATLANTIC – MASSACHUSETTS
PERFORMANCE ASSURANCE PLAN METRICS
CHECKLIST ITEM 2: UNE OSS

Metric #	Metric Description	Standard	February	January	December	November	October
OR	**Ordering**						
1-02	% OT LSRC Flow Through POTS - 2hrs	≥ 95%	+	+	+	+	+
1-04	% OT LSRC < 10 lines (elec.) POTS	≥ 95%	?	-	-	-	-
1-04	% OT LSRC < 10 lines (elec.) Specials	≥ 95%			+	-	?
1-04	% OT LSRC < 10 lines (elec.) Complex	≥ 95%	+	+	+	?	-
1-06	% OT LSRC ≥ 10 lines (elec.) POTS	≥ 95%	+	?	-	-	-
1-06	% OT LSRC ≥ 10 lines (elec.) Specials	≥ 95%				small	small
1-06	% OT LSRC ≥ 10 lines (elec.) Complex	≥ 95%					
2-02	% OT LSR Reject Flow Through POTS	≥ 95%	+	+	+	+	+
2-04	% OT LSR Rej.< 10 lines (elec) POTS	≥ 95%	-	-	-	-	-
2-04	% OT LSR Rej.< 10 lines (elec) Specials	≥ 95%			+		
2-04	% OT LSR Rej.< 10 lines (elec) Complex	≥ 95%	+	+	+	?	-
2-06	% OT LSR Rej. ≥ 10 lines (elec) POTS	≥ 95%	+	?	-	-	-
2-06	% OT LSR Rej. ≥ 10 lines (elec) Specials	≥ 95%					small
2-06	% OT LSR Rej. ≥ 10 lines (elec) Complex	≥ 95%					
4-02	% OT Completion Notice POTS/Specials	≥ 95%			+	+	+
5-03	% Flow Through Achieved	≥ 95%	ud	ud	ud	ud	ud
6-03	% Accuracy LSRC	≥ 95%	+	+	+	+	+

The level of LSRC and Reject metric timeliness performance has increased substantially over the measurement period as shown on page 6.

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BELL ATLANTIC – MASSACHUSETTS
PERFORMANCE ASSURANCE PLAN METRICS
CHECKLIST ITEM 2: UNE OSS

Metric #	Metric Description	Standard	February	January	December	November	October
MR	**Maintenance and Repair**						
1-01	Average Response Time – Create	$\leq$ BA +4 sec	+	+	+	+	-
1-03	Average Response Time – Modify	$\leq$ BA +4 sec	+	+	+	+	+
1-04	Average Response Time – Cancel	$\leq$ BA +4 sec	+	+	+	+	?
1-06	Average Response Time – Test (POTS)	$\leq$ BA +4 sec	+	+	?	-	?
BI	**Billing**						
1-02	% DUF in 4 Business Days	> 95%	+	+	+	+	+

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- **BELL ATLANTIC – MASSACHUSETTS**
  UNE OSS – Ordering Performance Analysis and Findings:

- All LSRC and Rejects measured on a total basis, weighted by volume, performance has improved to 94.22% on-time overall.

Month	February	January	December	November	October
Weighted Average Performance % On Time	94.22%	93.27%	84.09%	89.37%	82.83%
Total Average Response Time (Hours)	9.31	11.20	15.01	10.78	17.61
Total LSRC and Reject Volume	16,171	13,144	11,456	10,845	9,836
Volume Increase month over prev. month	23.03%	14.73%	5.63%	10.26%	105.47%

The total volume increase over the period (October – February) has been 64%

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BELL ATLANTIC – MASSACHUSETTS
PERFORMANCE ASSURANCE PLAN METRICS
CHECKLIST ITEM 4: UNE LOOPS

Metric #	Metric Description	Standard	February	January	December	November	October
PR	**Provisioning**						
4-01	% Missed Appt. BA Total – Specials	parity	+	+	-	-	+
4-01	% Missed Appt. BA Total – EEL	parity					
4-02	Average Delay Days Total – POTS	parity	+	-	-	-	+
4-02	Average Delay Days Total – Specials	parity			+	+	
4-02	Average Delay Days Total – Complex	parity	-	-	-	-	+
4-04	% Missed Appt. BA Dispatch, New Loop	parity	+	+	+	+	+
4-04	% Missed Appt. BA Dispatch, Complex	parity	+	?	?	?	-
4-05	% Missed Appt. BA No Disp., Complex	parity	+	+	+	+	+
9-01	% On Time Performance – Hot Cut	$\geq$ 95%	+	+	+	+	+
5-01	% Missed Appt. Facilities – POTS	parity	+	+	+	+	+
5-01	% Missed Appt. Facilities – Specials	parity	+	+	-	-	+
5-02	% Orders Held for Facilities > 15 - POTS	parity	+	+	?	+	+
5-02	% Orders Held for Facilities > 15 Specials	parity	+	+	+	+	+
6-01	% Install. Troubles w/in 30 – POTS other	parity	+	-	?	?	-
6-01	% Install. Trouble w/in 30 – Specials	parity	+	+	+		
6-02	% Install. Troubles w/in 7 – Hot Cuts	parity	+	+	+	+	+

+ = Parity/Standard Achieved (0)
? = Parity/Standard in Question (-1)
- = Parity/Standard not met (-2)
small = small sample size exemption(under 10)
ud = under development
blank space = no activity

BELL ATLANTIC – MASSACHUSETTS
PERFORMANCE ASSURANCE PLAN METRICS
CHECKLIST ITEM 4: UNE LOOPS

Metric #	Metric Description	Standard	February	January	December	November	October
MR	**Maintenance and Repair**						
2-01	Network Trouble Report Rate – Specials	parity	+	+	+		
2-02	Network Trouble Report Rate Loop(POTS)	parity	?	?	?	?	?
3-01	% Missed Repair Appt. – Loop	parity	-	-	-	-	-
3-02	% Missed Repair Appt. – Central Office	parity	+	-	-	-	-
4-01	Mean Time to Repair – Specials	parity					
4-02	Mean Time to Repair – Loop Trouble	parity	-	-	-	-	-
4-03	Mean Time to Repair – CO Trouble	parity	+	-	-	-	-
4-08	% Out of Service > 24 hrs. – POTS	parity	-	-	-	-	-
4-08	% Out of Service > 24 hrs. – Specials	parity					
5-01	% Repeat Reports w/in 30 days – POTS	parity	+	+	+	-	+
5-01	% Repeat Reports w/in 30 days – Specials	parity					

+ = Parity/Standard Achieved (0)
? = Parity/Standard in Question (-1)
- = Parity/Standard not met (-2)
small = small sample size exemption(under 10)
ud = under development
blank space = no activity

BELL ATLANTIC – MASSACHUSETTS
PERFORMANCE ASSURANCE PLAN METRICS
CHECKLIST ITEM 5: TRANSPORT

Metric #	Metric Description	Standard	February	January	December	November	October
PR	**Provisioning**						
4-01	% Missed Appt. – BA Total – IOF	parity	?	?	+	-	-

Transport – Provisioning Performance Analysis and Findings:

Metric #	Metric Description	Standard	February	January	December	November	October
PR	**Provisioning**						
4-01	% Missed Appt. – IOF	BA	1.33	1.24*	1.62	1.46	1.50
		CLEC	5.49	6.78	1.06	6.57	23.08

% Missed Appointment – IOF has improved greatly over the measurement period, resulting in "met" appointments substantially in excess of 90% for the last four months.

* Specific analysis of this "parity" group shows a missed appointment rate of 22.5% (combined BA-MA and CLEC misses) for the subset of services comparable to UNE IOF.

+ = Parity/Standard Achieved (0)
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BELL ATLANTIC – MASSACHUSETTS
PERFORMANCE ASSURANCE PLAN METRICS
CHECKLIST ITEM 6: UNE Platform

Metric #	Metric Description	Standard	February	January	December	November	October
PR	**Provisioning**						
3-08	% Completed in 5 days (1-5 lines, No Dispatch) UNE-P/Other	parity	+	-	-	+	+
3-09	% Completed in 5 days (1-5 lines, Dispatch) UNE-P/Other	parity	+	-	+	+	
4-04	% Missed Appt. BA Dispatch – Platform	parity	+	+	+	+	+
4-05	% Missed Appt. BA No Dispatch – Platform	parity	+	+	+	+	+

+ = Parity/Standard Achieved (0)
? = Parity/Standard in Question (-1)
- = Parity/Standard not met (-2)
small = small sample size exemption(under 10)
ud = under development
blank space = no activity

CHECKLIST ITEM 11: UNBUNDLED LNP

Metric #	Metric Description	Standard	February	January	December	November	October
PR	**Provisioning**						
4-07	% On Time Performance – LNP Only	$\geq$ 95%	+	+	+	+	+

+ = Parity/Standard Achieved (0)
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BELL ATLANTIC – MASSACHUSETTS
PERFORMANCE ASSURANCE PLAN METRICS
CHECKLIST ITEM 14: RESALE

Metric #	Metric Description	Standard	February	January	December	November	October
PO	**Pre-Ordering**						
3-02	% Answered w/in 30 sec. – Ordering	$\geq$ 80%	+	?	?	+	+
3-04	% Answered w/in 30 sec. – Repair	$\geq$ 80%	-	+	+	+	+
OR	**Ordering**						
1-02	% OT LSRC Flow Through POTS 2 hrs.	$\geq$ 95%	+	+	+	+	+
1-04	% OT LSRC < 10 lines (elec) POTS	$\geq$ 95%	+	?	-	+	-
1-04	% OT LSRC < 10 lines (elec) Specials	$\geq$ 95%	+	+	+	+	+
1-06	% OT LSRC $\geq$ 10 lines (elec) POTS	$\geq$ 95%	+	+	+	+	+
1-06	% OT LSRC $\geq$ 10 lines (elec) Specials	$\geq$ 95%	+	+	+	+	+
2-02	% OT LSR Reject Flow Through - POTS	$\geq$ 95%	+	+	+	+	+
2-04	% OT LSR Rej. < 10 lines (elec) - POTS	$\geq$ 95%	?	-	-	+	-
2-04	% OT LSR Rej. < 10 lines (elec) - Specials	$\geq$ 95%	+	+	+	+	+
2-06	% OT LSR Rej. $\geq$ 10 lines (elec) - POTS	$\geq$ 95%	+	+	+	+	+
2-06	% OT LSR Rej. $\geq$ 10 lines (elec) - Specials	$\geq$ 95%			+	+	
4-02	% OT Completion Notice POTS/Specials	$\geq$ 95%	+	+	+	+	+
5-03	% Flow Through Achieved POTS/Specials	$\geq$ 95%	ud	ud	ud	ud	ud
6-03	% Accuracy – LSRC	$\geq$ 95%	?	?	?	-	-

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? = Parity/Standard in Question (-1)
- = Parity/Standard not met (-2)
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ud = under development
blank space = no activity

BELL ATLANTIC – MASSACHUSETTS
PERFORMANCE ASSURANCE PLAN METRICS
CHECKLIST ITEM 14: RESALE

Metric #	Metric Description	Standard	February	January	December	November	October
PR	**Provisioning**						
3-08	% Completed in 5 days (1-5 lines No Dispatch) POTS	parity	?	+	+	+	?
3-09	% Completed in 5 days (1-5 lines Dispatch) POTS	parity	+	+	+	+	+
4-01	% Missed Appt. BA Total – Specials	parity	+	+	+	+	+
4-02	Average Delay Days Total – POTS	parity	+	+	+	+	+
4-02	Average Delay Days Total – Specials	parity	+	+	+	+	+
4-04	% Missed Appt. BA Dispatch – POTS	parity	+	+	+	+	+
4-05	% Missed Appt. BA No Dispatch – POTS	parity	?	+	+	+	+
5-01	% Missed Appt. Facilities – POTS	parity	+	+	+	+	+
5-01	% Missed Appt. Facilities – Specials	parity	+	+	+	+	+
5-02	% Orders Held for Facilities >15 POTS	parity	+	+	+	+	+
5-02	% Orders Held for Facilities 15 Specials	parity	+	+	+	+	+
6-01	% Install. Troubles w/in 30 days – POTS	parity	+	+	+	+	+
6-01	% Install. Troubles w/in 30 days – Specials	parity	+	+	+	+	+

+ = Parity/Standard Achieved (0)
? = Parity/Standard in Question (-1)
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ud = under development
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BELL ATLANTIC – MASSACHUSETTS
PERFORMANCE ASSURANCE PLAN METRICS
CHECKLIST ITEM 14: RESALE

Metric #	Metric Description	Standard	February	January	December	November	October
MR	**Maintenance and Repair**						
2-01	Network Trouble Report Rate Specials	parity	?	?	+	+	+
2-02	Network Trouble Report Rate Loop(POTS)	parity	+	+	+	+	+
3-01	% Missed Repair Appt. – Loop	parity	+	+	+	+	?
3-02	% Missed Repair Appt. – Central Office	parity	+	+	+	?	+
4-01	Mean Time to Repair – Specials	parity	+	+	+	+	-
4-02	Mean Time to Repair – Loop Trouble	parity	+	+	+	+	+
4-03	Mean Time to Repair – CO Trouble	parity	+	+	+	+	+
4-08	% Out of Service > 24 hrs. POTS	parity	+	+	+	+	+
4-08	% Out of Service > 24 hrs. Specials	parity	+	+	+	+	+
5-01	% Repeat Reports w/in 30 days – POTS	parity	+	+	+	+	+
5-01	% Repeat Reports w/in 30 days – Specials	parity	+	+	+	+	-

Metric #	Metric Description	Standard	February	January	December	November	October
BI	**Billing**						
1-02	% DUF in 4 Business Days	> 95%	+	+	+	+	+

+ = Parity/Standard Achieved (0)
? = Parity/Standard in Question (-1)
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ud = under development
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- **BELL ATLANTIC – MASSACHUSETTS**

Resale – Ordering Performance Analysis and Findings:

- All LSRC and Rejects measured on a total basis, weighted by volume, performance has improved to 97.92% on time overall.

Month	February	January	December	November	October
Weighted Average Performance % On Time	97.92	96.50	93.61	99.36	94.46
Total Average Response Time (Hours)	5.27	4.88	7.37	5.73	9.05
Total LSRC and Reject Volume	15,545	21,619	18,191	13,017	8,610
Volume Increase month over prev. month	-28.10%	18.84%	39.75%	51.18%	-7.65%

The total volume increase over the period (October – February) has been 81%

+ = Parity/Standard Achieved (0)
? = Parity/Standard in Question (-1)
- = Parity/Standard not met (-2)
small = small sample size exemption(under 10)
ud = under development
blank space = no activity